

cp1700 series

user's guide

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LCD Messages

Printer Specifications

1 Getting started

Thank you for buying the HP Color Inkjet CP1700 series printer. This guide provides details about how to set up your computer, perform simple printer tasks, and resolve printer problems.

Other resources for product information

You can obtain product information that is not included in this guide from the following resources:

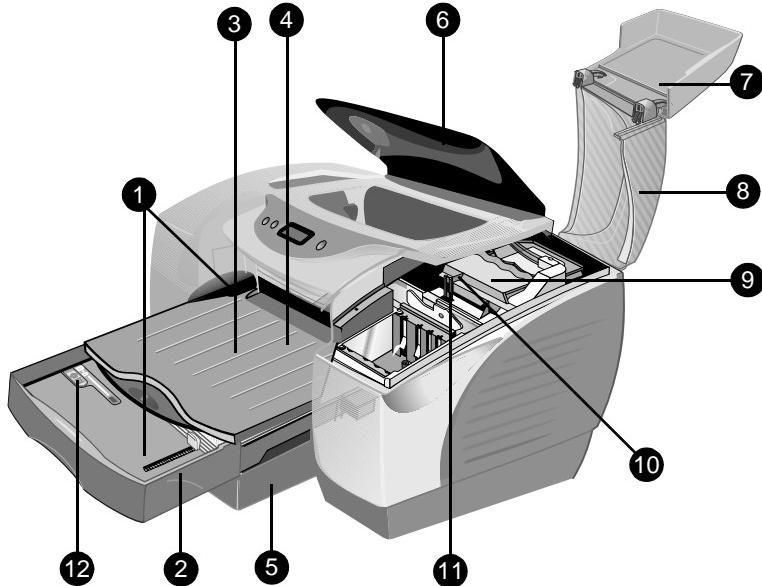
- **Setup Poster** – Provides illustrated setup information. A printed version of this document is provided with the printer. Also, an electronic version is available as an Adobe® Acrobat® Portable Document Format (PDF) file on the starter CD.
- **Reference Guide** – Includes specific information about setting up the printer and installing the software. You probably referred to this guide when you set up the product.
- **Online Help** – Includes overview information about and procedures performed using the printer software.
- **Starter CD** –Includes printer driver, Toolbox, Installer Customization utility, electronic copies of this User's Guide, release notes, and ordering information.
- **Toolbox** – Contains “how-to” and troubleshooting instructions, and provides information about printhead health. A Toolbox toolbar icon appears after you install the software, unless you choose not to install Toolbox. Toolbox is not available for Macintosh users.
- **World Wide Web** – The following websites contain information about the printer:
<http://www.hp.com>
<http://www.hp.com/support/cp1700>

2 Setting up

In this chapter, you will learn about the components of the printer and how to set up the printer.

Printer parts and locations

Front of printer

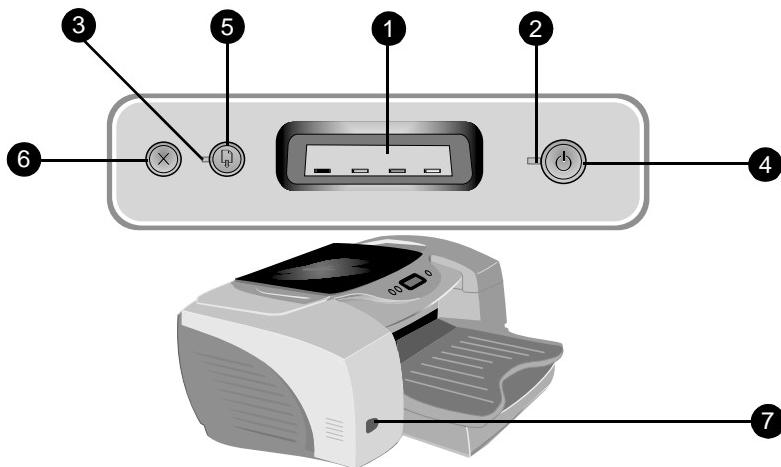


- 1 **Paper guides**—Guide the print media into the printer.
- 2 **Tray 1**—Holds the print media.
- 3 **Output tray**—Collects the printed pages.
- 4 **Front manual feed**—Holds media to be fed into the printer. Paper width guide slides to fit the width of the paper.
- 5 **Tray 2**—Holds regular and oversized paper (optional accessory).
- 6 **Top cover**—Provides access to the interior of the printer.

- 7 **Ink cartridge cover**—Provides access to the ink cartridges.
- 8 **Printhead cover**—Provides access to the printheads.
- 9 **Printhead access latch**—Lifts to allow each printhead to be removed from its color-coded socket.
- 10 **Hook**—Connects to the carriage lock. Must be engaged for the printer to operate.
- 11 **Carriage lock**—Locks down the printhead access latch.
- 12 **Tray Extension Lock**—Unlocks to enable tray extension.

LCD panel and infrared lens

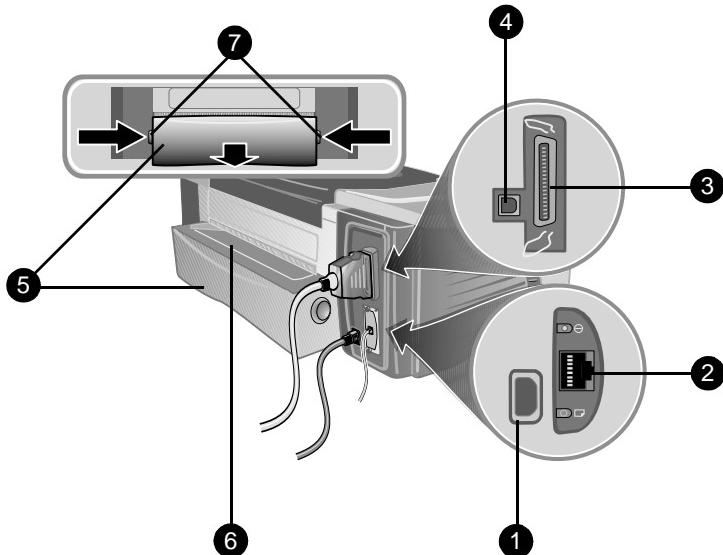
The LCD (liquid crystal display) panel consists of the LCD, which displays information about the current status of the printer, and buttons that you can use to perform basic printer operations. The infrared lens enables you to print from an infrared sending device.



- 1 **LCD**—Displays messages relating to the current state of the printer and the ink levels in the individual ink cartridges. For a complete description of these messages, see “LCD Messages.”
- 2 **POWER light**—Is always lit when the printer is on. Blinks when printer is initializing, cancelling a job, or turning off.
- 3 **RESUME light**—Blinks whenever the printer requires user intervention (for example, to clear a paper jam or to close an open cover.)

- 4 **POWER button**—Controls power to the printer. Press to turn the printer on or off.
- 5 **RESUME button**—Resumes current print operation after temporary interruption, for example, when adding print media to printer.
- 6 **CANCEL button**—Cancels the current print job.
- 7 **Infrared lens**—Enables printing from an infrared sending device, such as a handheld device or a laptop.

Back of printer



- 1 **Power input**—Attach power cord here.
- 2 **LIO Adaptor Slot**—Install an optional HP Jetdirect print server/Internet connector (LIO module) here.
- 3 **Parallel port**—Attach parallel cable here.
- 4 **USB port**—Attach a USB cable here.
- 5 **Rear access panel**—Gain access to the back of the printer by removing this panel. The rear access panel must be removed to install the optional auto-duplex unit.
- 6 **Rear manual feed**—Print card stock and other special media using this straight paper path.

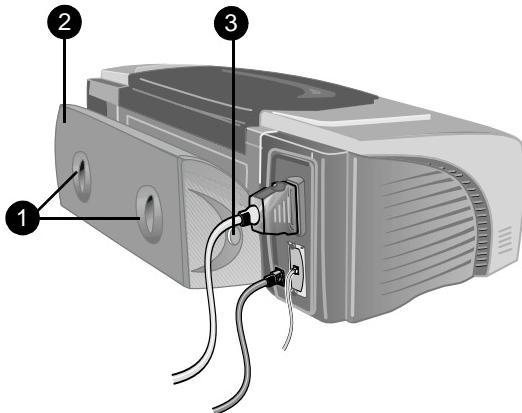
- 7 **Buttons**—Push these buttons to remove the rear access panel from the printer.

Auto-duplex unit (optional accessory)

The printer can automatically print on both sides of a sheet of paper using a printing accessory called the auto-duplex unit. The auto-duplex unit is a special device that attaches to the back of the printer.



The auto-duplex unit is standard with the HP Color Inkjet printer CP1700D. You can also purchase the auto-duplex unit as an optional accessory.



- 1 **Handles**—Push these handles toward each other to remove the rear cover from the auto-duplex unit.
- 2 **Rear cover**—Remove this cover to clear paper jams from the auto-duplex unit.
- 3 **Buttons**—Push these buttons in to remove the auto-duplex unit from the printer.

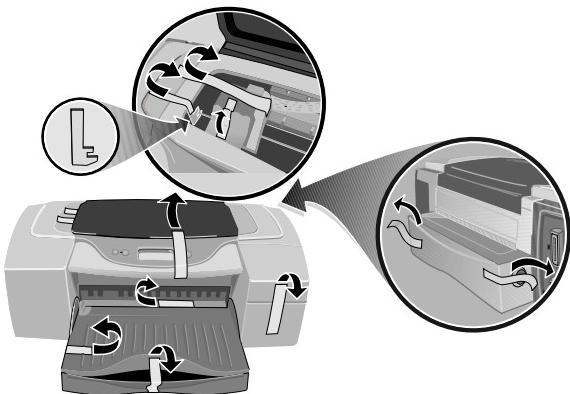
Setting up the printer

Step 1: Check the box contents

Refer to the Setup Poster for an illustrated guide to all the parts that should come in the box.

Step 2: Unpack the printer

Unpack the printer and remove the packing tape and any shipping materials from inside the printer and inside the trays.

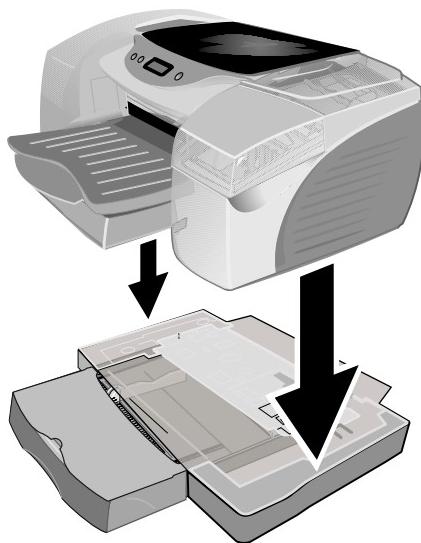


Step 3: Install Tray 2 (optional accessory)



Tray 2 is an optional accessory. You only need to complete this step if you purchased Tray 2. For a complete list of available supplies and accessories, see “HP Supplies and Accessories.”

- 1 Position Tray 2 at the location where you want to place the printer. The printer is designed to rest directly on top of the tray.
- 2 Lift the printer and align the sides of Tray 1 with the sides of Tray 2.

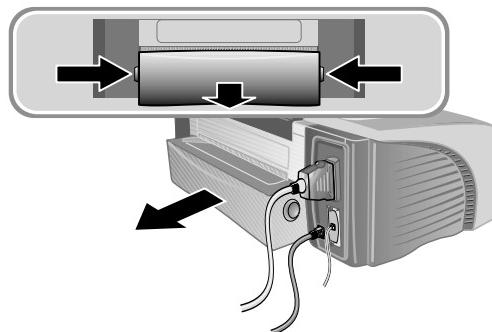


3 Set the printer on top of Tray 2.

Step 4: Install the auto-duplex unit

To install the auto-duplex unit, you must first remove the pre-installed rear access panel. The rear manual feed is not available when you install the auto-duplex unit.

- 1 At the back of the printer, push the buttons on both sides of the rear access panel, and pull out the rear access panel.



- 2 Slide the auto-duplex unit into the back of the printer until both sides snap into place.



Do not press the buttons on either side of the auto-duplex unit when installing it. Use these buttons only for removing the auto-duplex unit from the printer.

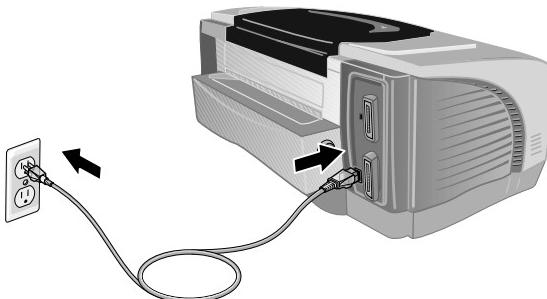
For information about using the auto-duplex unit, see “Two-sided printing (duplexing).”

Step 5: Turn on the printer

- 1 Connect the power cord to the printer, and plug it in.



To prevent electric shock, connect the power cord only to a grounded outlet. Only use the power cord that came with the printer.



- 2 Press the **POWER** button to turn on the printer.

Step 6: Install the ink cartridges

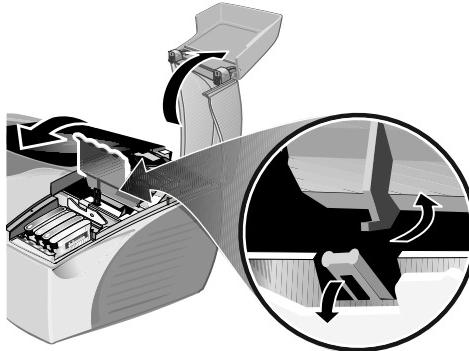
- 1 If it is not already on, turn on the printer.
- 2 Lift the ink cartridge door.



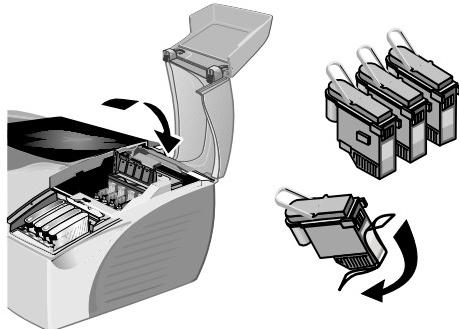
- 3 Remove each ink cartridge from its package.
 - 4 Install each ink cartridge into its own color-coded socket. Follow the colored arrows to properly install the ink cartridges.
-
- 5 Press firmly on each ink cartridge to ensure proper contact after installation.

Step 7: Install the printheads

- 1 Make sure the printer is turned on.
- 2 Lift the printhead cover. Open the printhead access latch by lifting it from the rear. Pull the latch forward and down to release the hook from the carriage lock.



- 3 Lift and push the printhead access latch toward the back of the printer.
- 4 Remove each printhead from its package. Remove the protective film from each printhead.



- 5 Insert each printhead into its own color-coded socket.



The color sequence of the printheads does not correspond to the color sequence of the ink cartridges.

- 6 Press firmly on each printhead to ensure proper contact after installation.
- 7 Lift the printhead access latch and bring it forward. Hook the carriage lock to the latch and then push the latch backwards until it is in its original position. You will have to use some force to close the printhead access latch. If the printhead access latch will not close, ensure that the printheads are seated properly by pushing down firmly on each printhead.
- 8 Close the printhead cover and the ink cartridge cover.

- 9 Wait while the printer initializes the printheads. This can take a few minutes. When initialization is complete, an alignment page prints. If no alignment page prints, check to make sure there is paper in the printer.

Step 8: Load paper

The printer has four paper paths:

- **Tray 1** (default tray): Holds up to 150 sheets of 20 lb (75 gsm) media.
- **Tray 2** (optional accessory): Holds up to 250 sheets of 20 lb (75 gsm) media.
- **Front manual feed**: Holds up to 10 sheets of media.
- **Rear manual feed**: Holds one sheet of media.

The printer supports media from 4 by 6 in (102 by 152 mm) to 13 by 19 in (330 by 483 mm). The following table summarizes the type of media you can print from each paper path. For more detailed information on supported media, see “Selecting print media.”

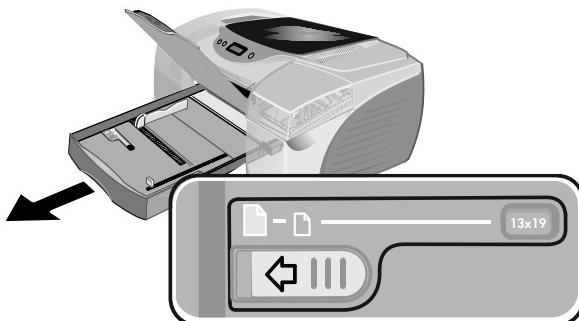
Media type	Tray 1	Tray 2	Front manual feed	Rear manual feed
Plain Paper	✓	✓	✓	✓
Inkjet Paper	✓		✓	✓
Photo Paper	✓		✓	✓
Transparency Film	✓		✓	✓
Special Paper (Banner paper, restickables, iron transferables)	✓		✓	✓
Greeting Cards, including Hagaki Cards		✓		✓
Index Cards	✓			✓
Brochure Papers	✓		✓	✓

Tips for loading paper

- The default size of Tray 1 and Tray 2 is 8.5 by 14 in (215.9 by 355.6 mm). When you want to print on media smaller than this, you need to adjust the paper width and paper length guides in the tray before you load the media.
- You can extend Tray 1 and Tray 2 to accommodate A3, 11 by 17 in, and 13 by 19 in/A3+ media.
- Insert media vertically (portrait orientation). If you want to print horizontally (landscape orientation), make the selection through your software.
- To prevent multiple picks and paper jams, load only one type of media at a time into a paper path. Also, when adding media, always remove the existing media and realign it with the new media before loading.

To load Tray 1 or Tray 2

- 1 To load Tray 1, lift the output tray. You can either load media with Tray 1 in place, or pull Tray 1 out of the printer to load the media.
To load Tray 2, remove the tray completely by grasping the handle under the front of the tray and pulling the tray towards you.
- 2 Pinch and slide the paper length guide and paper width guide to their outermost positions.
- 3 If you are loading paper larger than legal size, follow these steps to extend the tray:
 - a Locate the tray extension lock on the front left part of the tray.
 - b Slide it to the left, and then release it.



- c Pull the tray out lengthwise until it clicks into place. This extends the tray to support media up to 13 by 19 in/A3+ in size.

- 4 For Tray 1, place up to 150 sheets of paper or 30 transparencies (up to .58 in or 15 mm thick) into the tray. For Tray 2, remove the cover and place up to 250 sheets of paper (up to .98 in or 25 mm thick) into the tray. Do not overload the tray.
- 5 Pinch and slide the paper length guide and paper width guide until they fit snugly against the media.
- 6 If you removed Tray 1, reinsert it. Lower the output tray to its original position.
If you removed Tray 2, replace the cover, then align it with the opening in the printer and slide it back into place.



To retract the tray after extending it, slide the tray extension lock to the left, and then release it. Push the tray inward until it clicks.

To load the front manual feed

- 1 Slide the paper width guide on the output tray to its outermost position.
- 2 Insert up to 10 sheets of paper or 3 transparencies along the right side of the front manual feed, print side down. Push the media in until it reaches the maximum depth.
- 3 Slide the paper width guide to fit snugly against the media.

Step 9: Install the printer software

After you have set up the printer, you can install the printer software. HP recommends that you install the printer software from the starter CD before you connect the interface cable.

For more information about software installation, see “Installing printer software.”

Step 10: Connect the interface cable

For Windows

If your computer has a USB port and is using Microsoft® Windows®98, Windows Me, or Windows 2000, you can connect the printer to the computer using a USB cable.

If your computer is using Windows 95 or Windows NT®version 4.0 or if your personal computer is not configured to use USB, you can connect the printer to your computer with a parallel cable.

For Macintosh

If your computer has a USB port and is using Mac OS 8.6 or later, you can connect the printer to the computer using a USB cable. If your computer does not have a USB port, you can connect the printer to the computer using an LIO module.

Setting the LCD language

By default, the LCD displays messages in English. If necessary, set the printer to display messages in another supported language. You can set the LCD language from the Toolbox or from the LCD panel.

To set the LCD language

- 1 Ensure that the printer is turned off. (Press the **POWER** button to turn off the printer.)
- 2 Hold down the **CANCEL** button and press the **POWER** button to turn on the printer in a language-setting mode.
When the printer turns on, the LCD displays the current language.
- 3 Press the **CANCEL** button to scroll through the language list.
- 4 When you see the language you want to use, press the **RESUME** button to confirm the language selection.

After you select a language, the language-setting mode ends, and the printer resumes its normal functions with the new language in effect.

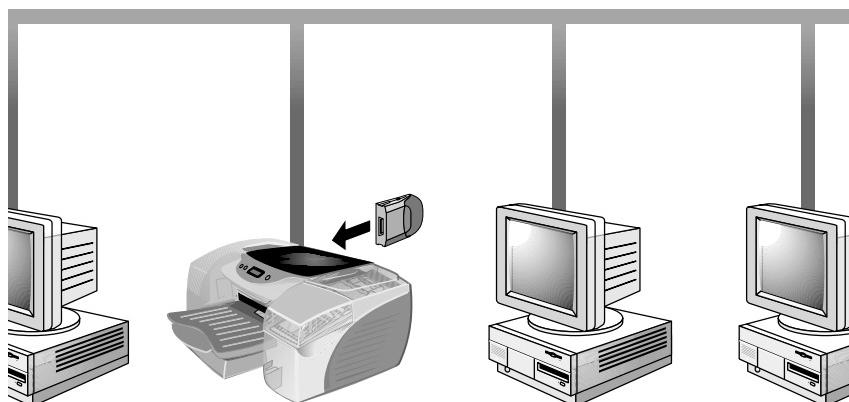
3 Connecting to a network

The printer can be shared on a network using an HP Jetdirect print server/Internet connector (LIO module) or an HP Jetdirect external print server.

This chapter explains how to set up the printer for network printing on a peer-to-peer or client-server network.

Peer-to-peer networks

In a peer-to-peer network, the printer software is installed on each computer, and the system is configured to send print jobs directly to the printer. Each individual computer manages its own print jobs. Peer-to-peer printing is more suitable for smaller networks.



The following operating systems support peer-to-peer printing:

- Microsoft Windows 95
- Microsoft Windows 98
- Microsoft Windows Me
- Microsoft Windows NT 4.0 (with Service Pack 4 or later)
- Microsoft Windows 2000
- Macintosh OS 8.6. or later

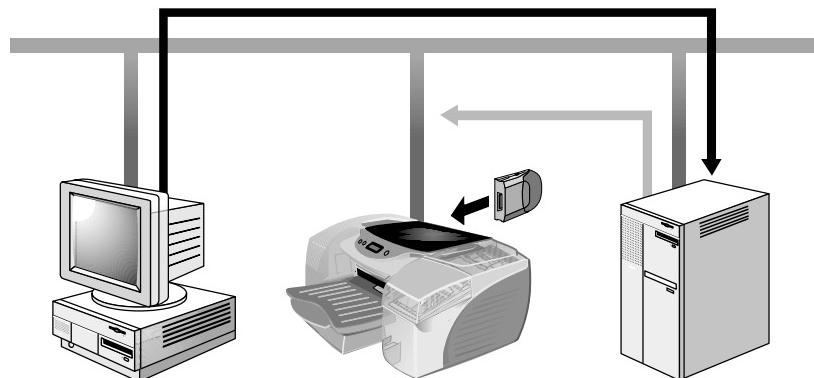


Client-server networks



If you are using Microsoft Windows NT 4.0 Server (with Service Pack 4 or later) or Windows 2000 Server in a client-server environment, please refer to the document on server configuration recommendations at <http://www.hp.com/support/cp1700>.

On a client-server network, client computers send print jobs to dedicated server computers that control the use of each printer.



Client-server networks use network operating systems (NOS) such as Novell® NetWare® and Windows NT 4.0 Server, or Windows 2000.

HP supports the following network operating systems (NOS):

- Windows 2000
- Windows NT 4.0 (with Service Pack 4 or later)
- Novell Netware 4.11 (Bindery, NDS)
- Novell Netware 5.0 and 5.1 (Bindery, NDS and NDPS)
- Windows Terminal Server Edition 4.0
- Windows 2000 Server with Terminal Services
- Windows Terminal Server Edition 4.0 and Citrix Metaframe 1.8
- Windows 2000 Server with Terminal Services and Citrix Metaframe 1.8

The following operating systems are supported:

- Windows NT 4.0 (with Service Pack 4 or later)
- Windows 2000
- Windows 95
- Windows 98
- Windows Me

Establishing a network connection

Your printer can be shared in a network environment by using an LIO module. The LIO module can be used in a peer-to-peer or client-server network.

The LIO module is an optional accessory you can purchase. For information about ordering this part, see “HP Supplies and Accessories.”

For information about installation and setup of LIO modules, refer to the documentation that came with it.

Installing the network printer on client computers

Once you have installed the LIO module and set up your network connection, you need to install the printer software on your client computers.

You can install the software from the starter CD or by adding a printer to the computer and browsing for the .inf file.

To install a network printer on a client computer

- 1 Click **Start**, click **Settings**, and then click **Printers**.
- 2 Double-click **Add Printer**.
- 3 In Windows 95, Windows 98, and Windows Me, click **Network Printer**.
In Windows NT 4.0 (with Service Pack 4 or later) and Windows 2000, click **Network Print Server**, when prompted.
- 4 Type in the network path or queue name of the shared printer. Click the **Have Disk...** option when prompted to select the printer model.
- 5 Click **Browse...** and browse to the .inf file located on your starter CD.
 - If you are using Windows 95, Windows 98, or Windows Me, browse to \Drivers\PCL3\Win9X_Me\<language>\hp1700x.inf
 - If you are using Windows 2000, browse to \Drivers\PCL3\Win2K\<language>\hp1700k.inf
 - If you are using Windows NT 4.0 (with Service Pack 4 or later), browse to \Drivers\PCL3\NT40\<language>\hp1700n.inf



In the directory paths, <language> represents the language you prefer.

If you need help locating the .inf file, contact your system administrator.

- 6 Follow the onscreen instructions to complete adding the printer.

Once you have installed the printer software on the computer, print a test page to verify the connection. For information on installing the software from the starter CD, see “Installing the printer driver.”

For more information about HP network printing software, visit the website http://www.hp.com/support/net_printing or see the documentation that came with your LIO module.

To configure Mac AppleTalk

- 1 Select **Chooser** from the Apple menu.
- 2 Click the **hp inkjet xx** printer icon on the left side of the **Chooser** window, where **xx** represents the version number of the current printer driver.
- 3 Select the printer from the right side of the **Chooser** window based on the printer’s AppleTalk name.

4 Close the **Chooser** window.

4 Installing printer software

Printer software enables the computer to communicate with the printer. One of the printer drivers on the starter CD must be installed on your computer to allow you to take full advantage of the printer features.

If you do not have access to a CD-ROM drive, you can download the printer software from the Internet at <http://www.hp.com/support/cp1700>. You can also download any updates to the printer software from this website.

For information about using the printer driver or changing the printer driver settings, see “Printer settings.”

Installing the Windows printer software

The software for the printer will run on the following Windows operating systems:

- Windows 95
- Windows 98
- Windows Me
- Windows NT 4.0
- Windows 2000

When you are operating in a Windows environment, the setup software detects the version of the operating system that you are using. However, if you install a new version of Windows, you must reinstall the printer driver. For example, if you upgrade from Window 98 to Windows 2000, you must reinstall the printer driver.



It is recommended that you install the printer software before you connect the printer to your computer.

Making copies of the software

The starter CD contains a utility that lets you copy the printer software on to disks. When you run the Installer, select **Customization Utility** to copy disks.

You can also use this utility to copy the printer software to your hard drive or to a network drive. After the files are copied to another location, you can install the printer software from that location.

Installing the printer driver

It is a good idea to close all programs before you start the installation process. If you do not close all programs, you might be prompted to do so when you run the Setup Wizard.

To install the printer driver



You must have administrator privileges to install a printer driver on a computer running Windows NT 4.0 or Windows 2000.

- 1 Start Windows and make sure no other applications are running.
- 2 Insert the starter CD into your CD-ROM drive. The System Setup Wizard runs automatically.
- 3 If the System Setup Wizard does not run automatically, click **Start**, click **Run**, and then in the command line text box, type the letter of your CD-ROM drive followed by: \SETUP (for example, type D:\SETUP).
- 4 Click **Install Printer Driver** from the CD Browser menu.
- 5 Select the language of the printer software that you want to install, and then click **OK**.



The software will be installed in the language that you have selected. This means that you can be running an English version of Windows and set the language preference to Spanish, and the installation utility will install the Spanish version of the printing software.

- 6 Click **Yes** to accept the terms of the license agreement.
- 7 If the printer is set up for local printing, click **Connected to this computer**, and then click **Next**. Otherwise, continue with step 9.
 - a In the **Cable Type Selection** window, select the type of cable you are using to connect the printer to the computer (**USB**, **Parallel Cable**, or **Network Cable**) and then click **Next**.



You can connect all three types of cables to your printer. The printer will process jobs in the order in which they are sent.

- b Follow the instructions that appear on the screen to complete the software installation for a local connection.
- 8 If the printer is set up for network printing, click **Connected via the network**, and then click **Next**.
- 9 Click **Client Setup** if the printer is connected to a server or to someone's computer. Click **Server** or **Peer-to-Peer Setup** if you are setting up a print server for the first time, or if you will print directly to the HP Jetdirect print server/Internet connector (LIO module) installed in your printer.
- 10 Follow the instructions that appear on the screen to complete the software installation.

To verify the installation

- 1 Make sure that the interface cable is properly connected and the printer is on.
- 2 Click **Settings**, click **Printers**, and then right-click the printer icon and select **Properties**.
- 3 On the **General** tab, click **Print Test Page**. If the test page does not print, see "Printer is not responding (nothing prints)."

To uninstall the software



You must have administrator privileges to uninstall the printer software in Windows NT 4.0 (Service Pack 4.0 or later) or Windows 2000.

- 1 Start Windows and make sure no other Windows applications are running.
- 2 Click **Start**, click **Programs**, click **HP Color Inkjet CP1700 Installer**, and then click **HP Color Inkjet CP1700 Uninstaller**.
- 3 Follow the instructions that appear on the screen to complete the removal of the printer software.

Installing the Macintosh printer software

You can connect the printer to the latest models of Apple computers that use Mac OS 8.6 or later through the USB port. Users of Mac OS 8.6 or 9.1 only can also connect through the IR port. To connect to older models that do not have a USB port, use an LIO module or contact Apple for USB solutions.

To install the printer driver



Before you can install the printer driver, you must complete steps 1 through 8 in “Setting up the printer.”

- 1 Insert the starter CD into your CD-ROM drive.
- 2 Double-click the **Installer** icon for the Mac OS that you are using.
- 3 Follow the instructions on the screen to complete the installation.
- 4 Connect the USB cable (purchased separately; part number C6518A).
- 5 If you are using Mac OS X, launch the **Print Center** located in the applications:utility folder. The **Print Center** will automatically bind the printer driver.
- 6 If you are using a Macintosh operating system other than Mac OS X:
 - a Select **Chooser** from the Apple menu.
 - b Click the **HP Inkjet xx Printer** icon on the left side of the **Chooser** window, where **xx** represents the version of the current printer driver.
 - c Select **HP Color Inkjet CP1700** from the right side of the **Chooser** window.
 - d Close the **Chooser** window.

Uninstalling the software



The Uninstall option of the setup program allows you to remove the printing software from your computer.

- 1 Unplug the USB connection to the printer, and then restart the computer.

If you do not unplug the printer and restart the computer before you uninstall the software, some files are not removed from your computer when you run the Uninstall option.
- 2 Insert the starter CD into the computer CD-ROM drive. The **HP Printer Software** window opens. (If the **HP Printer Software** window does not open, double-click the icon for the HP Printer Software.)
- 3 Double-click the **Installer** icon, and then follow the instructions on the screen.

- 4** When the **Main Installation** dialog box appears, select **Uninstall** from the pull-down menu located in the upper-left part of the dialog box.
- 5** Follow the instructions on the screen to complete the removal of the software.

Installing the software on DOS

Before you install the DeskJet Control Panel, make sure your printer is set up and turned on.

- 1** Insert the starter CD into the CD-ROM drive.
- 2** At the DOS prompt, type the CD-ROM drive letter and change the directory to drivers\dos\<language>\ where <language> represents the language you prefer. For example, type D: and press ENTER, and then type CD\drivers\dos\english\ and press ENTER.
- 3** Type INSTALL, and then press ENTER.
- 4** Follow the instructions on the screen to complete the installation.

Installing other software

The following drivers and optional utilities are also available for installation on the printer:

- **HP Web JetAdmin.** This is a web browser-based network printer management tool.
- **ADI Driver for AutoCAD 2000, and Releases 13 and 14** (for Windows only).
- **Linux Driver.** To download the Linux driver, go to <http://www.hp.com/support/cp1700>.
- **IrPrint.** This utility enables robust printing from handheld devices.
- **Print Creator.** This utility enables image unload, image viewing, editing, and printing on templates with multiple prints per page.

To install any of these other options, insert the starter CD, go to **Optional Software** from the CD Browser menu, and then select the software you want to install.

5 Using the Printer

In this chapter, you will learn how to use the printer driver to change printer settings and to perform basic printer tasks. You will also learn about the special media you can use with the printer and how to print on that media.

Printer features

You can use your new printer to perform the following functions:

- **Enlarge or reduce documents.** Use the HP ZoomSmart feature to resize your documents.
- **Tile pages.** Enlarge and print a page in sections and on different sheets of paper. Then use the sheets of paper like tiles to form a large poster.
- **Create handouts.** Print a multiple-page document on a single sheet of paper (up to 16 pages per sheet). Each page image is reduced in size.
- **Create a booklet.** Print and collate a multiple-page document by printing two pages on each side of the paper. For example, an eight-page document is printed with pages 1 and 8 on the same side of the paper and pages 2 and 7 on the other side of the paper. Fold the printout in half to create a booklet.
- **Print a mirror image.** Use this feature to print the reflected image of a page. When printing on transparencies, the printed side will be face down on the projector. The other side can then be written on and cleaned off without damaging the printed side.
- **Perform duplexing.** Print on both sides of the page with the auto-duplex unit. You can also perform duplexing manually if you do not have the auto-duplex unit installed. When you select manual

duplexing from the printer driver, the LCD displays instructions on how to insert paper into the printer. To learn more about duplexing, see “Two-sided printing (duplexing).”

- **Create a banner.** Create a banner using software such as Corel® Print House, Microsoft Publisher, or Broderbund Print Shop. For best results, use HP Banner Paper.
- **Create and use watermarks.** Specify text to be placed in the background of an existing document. For example, you might want to have “draft” or “confidential” placed diagonally across the first page or all pages of a document. (The Watermark feature is only available for Windows-compatible computers.)

Printer settings

The printer driver stores the default print settings for most applications. You need to change these settings when you print on media of different sizes or types, or when you want to use an optional feature, like printing to Tray 2 or printing on both sides of a sheet of paper.

You can change print settings for a single document from the software application that the document was created in. To change the default print settings for all documents, you must open the printer driver from the **Start** menu.



The following information is for Windows only. For information about how to change print settings for a Macintosh computer, see the documentation that came with your Macintosh.

To change print settings for the current document

- 1 From the **File** menu, click **Print**, and then click **Properties**. (The actual steps can vary; this is the most common method.)
- 2 Make the changes, and then click **OK**.

The printer uses the current settings from the application you are using.

To change default print settings

- 1 From the **Start** menu, click **Settings**, and then click **Printers** to open the Printers folder.
- 2 Right-click the icon for the printer, and then click **Properties** (Windows 95, Windows 98, and Windows Me), or **Printing Preferences** (Windows 2000), or **Document Defaults** (Windows NT 4.0).
- 3 Click the **Setup** tab, and select the print settings you want.

- 4 Once you have made the necessary changes, click **OK** to activate the change and close the **Properties** dialog box.



You can also change settings from the control panel. Settings in the printer driver and software application override control panel settings.

Printer driver help

The printer driver help can be activated from the Help button, the F1 key, or a question mark symbol in the upper-right corner in the printer driver (depending on the Windows operating system used). These help screens give detailed information about the driver.

Selecting print media

Before you use the printer, take some time to familiarize yourself with the various media you can use.

The printer is designed to work well with most types of office paper and with 25 percent cotton bond paper. It is best to test a variety of print media types before buying large quantities. Find a media type that works well and is easy to purchase.



Use HP media for optimum print quality. These print media types are specifically designed to work well with the printer. For ordering information and part numbers, see "HP Supplies and Accessories."

The following table provides detailed information on the media you can use with each paper path. For information on media types supported by each paper path, see "Load paper."

Media Size	Tray 1	Tray 2	Front manual feed	Rear manual feed
U.S. Letter (8.5 by 11 in; 216 by 279 mm)	✓	✓	✓	✓
U.S. Legal (8.5 by 14 in; 216 by 356 mm)	✓	✓	✓	✓
Tabloid (11 by 17 in; 279 by 432)	✓	✓	✓	✓
A3 (11.7 by 16.5 in; 297 by 420 mm)	✓	✓	✓	✓
A3+ (13.0 by 19.0 in; 330 by 483 mm)	✓	✓	✓	✓

Media Size	Tray 1	Tray 2	Front manual feed	Rear manual feed
A4 (8.3 by 11.7 in; 210 by 297 mm)	✓	✓	✓	✓
A5 (5.8 by 8.3 in; 148 x 210 mm)	✓		✓	✓
B4 (10.12 by 14.33 in; 257 by 364 mm)	✓	✓	✓	✓
JIS B5 (7.17 by 10.12 in; 182 by 257 mm)	✓	✓	✓	✓
Envelope U.S. #10 (4.12 by 9.5 in; 105 by 241 mm)	✓			✓
Envelope DL (8.66 by 4.33 in; 200 by 110 mm)	✓			✓
Envelope C6 (4.49 by 6.38 in; 114 by 162 mm)	✓			✓
Envelope Monarch (3.87 by 7.5 in; 98 by 191 mm)	✓			✓
Envelope A2 (4.4 by 5.8 in; 111.1 x 146 mm)	✓			✓
Envelope Kaku #2 (9.4 by 13.1 in; 240 by 333 mm)	✓			✓
JIS Envelope 3 (4.7 by 9.3 in; 120 by 235 mm)	✓			✓
Index card (4 by 6 in; 102 by 152 mm)	✓			✓
Index card (5 by 8 in; 127 by 203 mm)	✓			✓
A6 card (4.13 by 5.83 in; 105 by 148 mm)	✓			✓
J Hagaki card (3.94 by 5.83 in; 100 by 148 mm)	✓			✓
Hagaki Ofuku (7.9 by 5.8 in; 200 by 148 mm)	✓			✓

Media handling

Tray or bin	Size or type of paper	Weight	Capacity
Tray 1	Paper	16 to 36 lb (60 to 135 gsm)	Up to 150 sheets or .58 in (15 mm) thick
	Transparencies		Up to 80
	Envelopes		Up to 15 (or 15 mm stacked)
	Cards		Up to 60 (or 15 mm stacked)
Tray 2	Plain or oversized paper	16 to 28 lb (60 to 105 gsm)	Up to 250 or .98 in (25 mm) thick
Front manual feed	Paper	16 to 36 lb (60 to 135 gsm)	Up to 10 sheets
	Transparencies		Up to 10 sheets
Rear manual feed	Paper	16 to 72 lb (60 to 270 gsm)	1 sheet
	Transparencies		1 sheet
	Cards		1 card
	Special media		1

Selecting a tray

The printer only picks up media in the currently selected tray unless you turn on Auto-Pick. If the currently selected tray runs out of print media and Auto-Pick is not selected, you will receive a message that instructs you to add more paper to that tray. If Auto-Pick is selected, the printer will try to pick up media from the other tray.



When you select Auto-Pick, the printer draws from the front manual feed, Tray 1 or Tray 2. The printer will only draw from the rear manual feed when you select this input path from the printer driver.

To turn on Auto-Pick

- 1 From the **Start** menu, click **Settings**, and then click **Printers** to open the Printers folder.

- 2** Right-click the icon for the printer, and then click **Properties** (Windows 95 and Windows 98), or **Printing Preferences** (Windows 2000), or **Document Defaults** (Windows NT 4.0).
- 3** Click the **Features** tab, and then click **Advanced Features**.
- 4** In the **Advanced Features** dialog box, select the **Auto-Pick from Next Tray** check box.
- 5** Click **OK** to close the dialog box, and then click **OK** to close the printer driver.

For more information on setting print options, see “To change print settings for the current document.”

Tips for selecting and using print media

For the best results, observe the following guidelines:

- Paper that is too thin, has a slick texture, or stretches easily can feed improperly through the printer's paper path.
- Paper that is heavily textured or does not accept ink well can cause poorly filled graphics or text.
- To ensure that paper feeds properly, load only one type of paper at a time in the main tray.
- Do not use media that is damaged, curled, or wrinkled. Do not use media with cutouts or perforations, or media that is heavily textured or embossed. These types of media can cause jams and other problems.
- Do not use multipart forms.
- In Tray 1 and Tray 2, load media print-side down with the right-hand edge of the media aligned against the right-hand edge of the tray.
- For the rear manual feed, load media print-side up with the bottom of the paper facing the printer.
- Do not load more than 150 sheets of media into Tray 1.
- If Tray 2 is installed, do not load more than 250 sheets of plain paper into it.

Minimum margins

The document margins must match (or exceed) these minimum margin settings in portrait orientation:

Letter, legal, Tabloid, Executive, A3, B4, media of user-defined size

- Left: .25 in (6.4 mm)
- Right: .25 in (6.4 mm)

- Top: .12 in (3.0 mm)
 - Bottom: .46 in (11.8 mm)
- A4, A5, B5, envelopes, cards, other media sizes
- Left: .13 in (3.4 mm)
 - Right: .13 in (3.4 mm)
 - Top: .12 in (3.0 mm)
 - Bottom: .46 in (11.8 mm)



When you are using the auto-duplex unit, the minimum top margin must match or exceed .46 in or 11.8 mm.

Performing printer tasks

In this section, you can find information about how to send documents to print, how to print on special media, and how to print on media of user-defined size.

Cancelling a print job

You can cancel a print job in two ways:

- Press the **CANCEL** button on the printer.



Pressing the **CANCEL** button clears the job currently being processed by the printer. It does not affect jobs waiting to be processed.

- From a computer running a Windows operating system, double-click the printer icon that appears in the lower right-hand corner of the monitor. Select the document you want to cancel. From the **Document** menu, click **Cancel**.
- From a Macintosh computer, double-click the desktop printer icon, select the print job, and then click **Trash**.

Two-sided printing (duplexing)

You can print on both sides of a sheet of paper automatically when the auto-duplex unit is installed on the printer. This is called auto-duplexing. To print on both sides of a page, you must specify duplex options in your software application or in the printer driver.

If you do not have the auto-duplex unit installed, you can still print on both sides of a sheet of paper by manually turning a sheet of paper over and feeding it into the printer again.

To perform auto-duplexing

- 1 Load the appropriate paper in Tray 1, Tray 2, or the front manual feed.
- 2 From the **Start** menu, click **Settings**, and then click **Printers** to open the Printers folder.
- 3 Right-click the icon for the printer, and then click **Properties** (Windows 95 and Windows 98), or **Printing Preferences** (Windows 2000), or **Document Defaults** (Windows NT 4.0).
- 4 Click the **Features** tab, and then click **Advanced Features**.
- 5 Under **Document Options**, click **Two-Sided Printing (Duplex)**. If the print margins need to be adjusted, the **Two-Sided Printing Margin** dialog box appears. Make a selection, and then click **OK**.
- 6 Make sure that the **Automatic** check box is selected.
- 7 Click **Book** or **Tablet** to select the page orientation.
- 8 Click **OK** to close the dialog box.
- 9 Click **OK** to print.

When printing is complete on one side of the paper, the printer holds the paper and pauses while the ink dries. Once the ink is dry, the paper is pulled back into the printer and the second side of the paper is printed. When printing is complete, the paper is dropped on to the output tray.

For more information on setting print options, see “To change print settings for the current document.”

To perform manual duplexing

- 1 Load the appropriate paper in Tray 1, Tray 2, or the front manual feed. Be sure to load the paper with the front side facing down.
- 2 From the **Start** menu, click **Settings**, and then click **Printers** to open the Printers folder.
- 3 Right-click the icon for the printer, and then click **Properties** (Windows 95 and Windows 98), or **Printing Preferences** (Windows 2000), or **Document Defaults** (Windows NT 4.0).
- 4 Click the **Features** tab, and then click **Advanced Features**.
- 5 Under **Document Options**, click **Two-sided printing (Duplex)**. If the print margins need to be adjusted, the **Two-Sided Printing Margin** dialog box appears. Make a selection, and then click **OK**.
- 6 Click **Book** or **Tablet** to select the page orientation. Make sure **Automatic** is not selected.

- 7** Change any other print settings, if necessary, and then click **OK** to close the dialog box.
- 8** Click **OK** to print.
- 9** After the first side of the page(s) is printed, turn the paper over and reload it into the printer. Refer to the directions on the LCD for guidance about how to reload the paper in the printer.

For more information on setting print options, see “To change print settings for the current document.”

Tips for two-sided printing

For best results when using the auto-duplex unit, note the following guidelines:

- The auto-duplex unit supports the following paper sizes: 13 by 19 in, 11 by 17 in, Legal, Letter, Executive, A3+, A3, A4, and B5 (JIS). It does not support banners, index cards, envelopes, or custom sizes smaller than B5 (JIS) or larger than 13 by 19 in/A3+.
- You can increase the ink dry time by selecting **Advanced Features** from the **Features** tab of the printer driver. Increasing the drying time might prevent ink smudges in two-sided printing.
- Do not print on paper heavier than 28 lbs (105 gsm), or on both sides of labels or transparencies. Jams might occur when using these types of media for two-sided printing, and damage to the printer might occur when printing on both sides of labels.

Infrared printing

If you use devices equipped with infrared technology, you can establish a wireless connection with the printer to initiate a print job.

To print from a handheld device or laptop

- 1** Locate the infrared (IR) lens on the device or laptop.
- 2** Align the device IR lens with the printer IR lens.
- 3** Position your device or laptop so that it is no more than three feet (one meter) from the printer and within a 30-degree total angle from the printer IR lens.



Make sure there are no obstacles between the device and printer.

- 4** Follow the instructions supplied with your handheld device to send the job to print.

The device projects a solid infrared beam to the printer during the information transfer process. When the information transfer is complete, the beam turns off.

Printing on special media

This section provides information on how to print on media such as envelopes, postcards, and transparencies.

Printing envelopes and cards

You can print envelopes and cards from Tray 1. Cards must be at least 4 by 6 in (101.6 by 152.4 mm) in size. When you are printing on thicker media, use the rear manual feed.

To print envelopes or cards from Tray 1

- 1 Open the printer driver.
- 2 On the **Setup** tab, select the paper type you are using. For example, if you are printing on HP glossy Greeting Card Paper, select this from the menu.
- 3 Select the envelope or card size from the **Paper Size** menu.
- 4 Lift the output tray and remove all of the paper from Tray 1.
- 5 Insert the stack of cards or envelopes into the tray.



Be sure to load envelopes into Tray 1 with the flaps facing up and to the right.

- 6 Slide the paper width and length guides in until they stop at the edges of the envelopes or cards.
- 7 Lower the output tray, and then send your job to print.

Tips for printing envelopes

Observe the following guidelines to avoid jams and wrinkled or torn output:

- Avoid envelopes that have a very slick finish, self-stick adhesives, clasps, or windows. Also avoid envelopes with thick, irregular, or curled edges, or areas that are wrinkled, torn, or otherwise damaged.
- Use a sturdy envelope of approximately 16 to 27 lb (60 to 101 gsm) weight. Use tightly constructed envelopes, and make sure the folds are sharply creased.

Printing on transparencies

For best results, use HP Premium Transparency Film, which is specifically designed to work with the printer, or other transparency film that is designed for inkjet printers.

To print on transparencies

- 1 Remove all media from Tray 1.
- 2 Insert the transparencies with the rough side down and the adhesive strip pointing forward into Tray 1.
- 3 Slide the width and length guides until they stop at the edge of the transparencies, and then slide the tray back into its closed and locked position.
- 4 From the **File** menu, click **Print**, and then click **Properties** (the actual steps can vary; this is the most common method).
- 5 Under **Print Quality**, click **Best**.



Use **Best** mode to print transparencies. Because this mode provides a longer drying time, it ensures that the ink dries completely before the next page is delivered to the output tray.

- 6 Under **Paper Type**, select **Transparency Films**.
- 7 Under **Paper Size**, select the appropriate size for the transparency you are printing.
- 8 Change any other print settings, if necessary, and then click **OK**.
- 9 Click **OK** again to print the transparencies.

Printing on media of user-defined size

You can print media of user-defined size from the front manual feed, Tray 1, or Tray 2. When you want to print on media of user-defined size, you need to adjust the length and width guides in the tray, and, if necessary, extend the tray size to accommodate larger media.

For information about extending the tray size, see “To load Tray 1 or Tray 2.”

For information about the media sizes that the printer will accommodate, see “Selecting print media.”

To print on media of user-defined size



If the application you are using supports media of user-defined size, set the size in the application before creating and printing the document. If the application does not support media of user-defined size, set the size in the driver, create the document, and then print it. You might need to reformat existing documents in order to print correctly on the media of user-defined size.

- 1 Lift the output tray and remove existing media from Tray 1 or Tray 2.
- 2 Insert the media into the tray you want to print from.
- 3 Slide the width and length guides until they stop at the edges of the media.
- 4 Lower the output tray.
- 5 From the **File** menu, click **Print**, and then click **Properties** (the actual steps can vary; this is the most common method).
- 6 Select the media type from the **Paper Type** menu.
- 7 Select **User Defined Paper Size** from the **Paper Size** menu.
- 8 Enter the dimensions of the paper in the **User Defined Paper Size** dialog box, and then click **OK**.
- 9 If you want to print from Tray 2, select it from the **Paper Tray** menu.
- 10 Change any other print settings, if necessary, and then click **OK**.
- 11 Click **OK** again to send your job to print.

Using the rear manual feed

The rear access panel of the printer provides a path for printing on media up to .02 in (.4 mm) thick, or 72 lb (270 gsm) in weight, such as card stock and thick photo paper. You can also use the rear manual feed when you want to ensure that the media you are printing on travels straight through the printer and does not become wrinkled or torn.

You can print only one sheet at a time when you use the rear manual feed. The media must be between 4 by 6 in (102 by 152 mm) and 13 by 19 in (330.2 by 482.6 mm) in size.



The rear manual feed is not available if you have the auto-duplex unit installed. To restore the rear manual feed, you must replace the auto-duplex unit with the rear access panel.

To print using the rear manual feed

- 1 From the printer driver, select **Options**.
- 2 In the **Printer Properties** dialog box, under **Paper Tray**, select **Rear Manual Feed**.
- 3 Under **Paper Size** select the media size you are using.
- 4 Click **OK** to close the **Printer Properties** dialog box, and then **OK** to send your job to print.
- 5 Insert a single sheet of media vertically (portrait orientation) along the left side of the rear manual feed. The media should be print side up with the bottom of the page facing into the printer. If you want to print horizontally (landscape orientation), make that selection through your software.



Make sure that the media is aligned properly and not slanted.

- 6 Push the media into the printer until it reaches the maximum depth. When the printer sensors detect the media, the printer will pull the media slightly farther into the printer.

If for some reason you wish to remove the media after you have inserted it into the rear manual feed, press the **CANCEL** button. The printer will eject the media and cancel your print job. You need to resend your print job to continue printing.



You can insert media into the rear manual feed before you send a job to print. If you decide to remove the media after you have inserted it into the rear manual feed, press the **CANCEL** button before you send your job to print.

Be sure to change the paper tray selection back to Tray 1 when you have finished using the rear manual feed.

6 Using the Toolbox

The Toolbox provides status and maintenance information about your printer. It also gives you step-by-step guidance for basic printing tasks and provides help solving printer problems.

After installing your printer, you can open the Toolbox by clicking the Toolbox icon on your desktop.

Printer Status tab

The **Printer Status** tab displays the printhead and ink cartridge status. Your computer must establish bi-directional communication in order to display the status. The drop-down list displays the currently selected printer. The status window displays the printer status.

The **Ink Level Information** window displays part number and status information about the installed cartridges, including the amount of ink available in the cartridges.

To select the Toolbox messages that appear and to enable or disable bi-directional communication, click **Preferences** from the **Printer Status** tab.

Information tab

The **Information** tab lets you register the printer, check for a new printer driver, display printer hardware and printhead health information, and create your own printer usage information Web page. It also gives you access to help information about using the printer, troubleshooting, and contacting HP.



Printer Information is only available for network printers.

Printer Services tab

The **Printer Services** tab provides utilities that help you maintain and test your printer. You can clean and align your printheads, and calibrate the color on your printouts. You can print a test or diagnostic page, and test your printer communication. You can also specify the language in which the printer messages will appear on the LCD.

This chapter explains basic printer maintenance, including cleaning the printer, and maintaining the printheads and ink cartridges. You can find information about the state of the printer, the printheads, and the ink cartridges from the Toolbox if you have it installed. You can also perform many maintenance functions from the Toolbox.

Cleaning the printer



Remember to turn off the printer and unplug the power cord before cleaning the printer.

The printer does not require scheduled maintenance. You should attempt, however, to keep the printer free of dust and debris. This cleaning keeps the printer in peak condition and might also make the diagnosis of problems easier.

When you clean the printer, follow these guidelines:

- Clean the outside of the printer with a soft cloth moistened with mild detergent and water.



Clean the printer only with water or water mixed with a mild detergent. Using other cleaners or alcohol can damage the printer.

- Clean the inside of the printer with a dry, lint-free cloth.
- Be careful not to touch the rollers. Skin oils on the rollers can cause print quality problems.

To clean the inside of the printer

- 1 Turn the printer off and unplug the power cord.
- 2 Open the top cover.



Avoid reaching too far into the printer.

- 3 Wipe any dust or dirt off the paper feed guides (shaded areas) with a dry, lint-free cloth.
- 4 Close the top cover, plug the power cord in, and turn on the printer.

Maintaining the printheads

The printheads require very little maintenance. You can print up to 16,000 black and white pages and 24,000 color pages before you need to replace a printhead. When a printhead needs to be replaced, the LCD displays an alert message.



HP is not responsible for damage to the printer that results from modifying the printheads.

Cleaning the printheads

If the printed characters are incomplete, or if dots or lines are missing from the printouts, you might need to clean the printheads. This is a symptom of clogged ink nozzles, which are a result of prolonged exposure to air.

If you have the Toolbox installed, you can clean the printheads from the Toolbox. Open the Toolbox, click the **Printer Services** tab, and then click **Clean Printheads**. If you do not have the Toolbox installed, or if you use an Apple computer with a Macintosh operating system, follow the procedure below for cleaning the printheads from the LCD panel.

There are three cleaning levels available. Level 1 cleaning is the quickest and uses the least amount of ink. You should run the level 2 cleaning only if the level 1 cleaning was insufficient. The level 3 cleaning is the most thorough and consumes the most ink and time. After each cleaning, the printer prints a test page so that you can check the print quality.



Do not clean the printheads unless necessary; cleaning the printheads wastes ink and shortens the life of the printheads.

To perform a level 1 printhead cleaning

- 1 Press and hold down the **POWER** button.
- 2 While holding down the **POWER** button, press the **CANCEL** button twice.
- 3 Release the **POWER** button. The printer begins the printhead cleaning process.

To perform a level 2 printhead cleaning

- 1 Press and hold down the **POWER** button.
- 2 While holding down the **POWER** button, press the **CANCEL** button twice and then press the **RESUME** button once.

- 3 Release the **POWER** button. The printer begins the printhead cleaning process.

To perform a level 3 printhead cleaning

- 1 Press and hold down the **POWER** button.
- 2 While holding down the **POWER** button, press the **CANCEL** button twice and then press the **RESUME** button twice.
- 3 Release the **POWER** button. The printer begins the printhead cleaning process.

Aligning the printheads

Whenever you replace a printhead, the printer automatically aligns the printheads for the best possible quality. However, if the appearance of the printouts indicates that the printheads are misaligned, you can align them through the Toolbox.

To align the printheads

- 1 Open the Toolbox, and then click the **Printer Services** tab.
- 2 Click **Align Printhead**, and then click **Align** from the **Align Printheads** dialog box.
- 3 Click **OK** to close the **Align Printheads** dialog box when the alignment procedure is complete.

Replacing the printheads

When a printhead has to be replaced, the LCD displays a warning message. You only need to replace the printheads indicated on the LCD.

To replace a printhead

- 1 With the printer on, lift the printhead cover.
- 2 Open the printhead access latch by lifting the latch from the rear. Pull the latch forward and down to release the hook from the carriage lock.
- 3 Lift up the handle of the printhead and use it to pull the printhead straight up and out of its slot.
- 4 Install the new printhead in the color-coded slot that matches the color of the printhead.

- 5** Press firmly on the printhead to ensure proper contact after installation.
- 6** Close the printhead access latch firmly, ensuring the hook catches the carriage lock, and then close the printhead cover. You will need to use some force to close the printhead access latch.
- 7** Wait while the printer initializes the printheads. After initialization, an alignment page will print.

Maintaining the ink cartridges

The ink cartridges should not require maintenance except for replacing them when the ink runs out. You should be able to print up to 1750 pages in black or in color before you need to replace a cartridge.

You can check the status of the ink cartridges from the Toolbox. The LCD also displays a message when an ink cartridge is running out and needs to be replaced. You do not have to replace all four ink cartridges when one runs out. Only replace the ink cartridge for the color that is running out.



The ink in the ink cartridges has been carefully formulated to ensure superior print quality and compatibility with your printer. HP is not responsible for damage to the printer that results from modifying or refilling the ink cartridges.

To replace an ink cartridge

- 1** With the printer on, lift the ink cartridge cover.
- 2** Remove the ink cartridge that requires replacement by grasping it between your thumb and forefinger and pulling it firmly toward you.
- 3** Insert the new ink cartridge into its own color-coded slot.
- 4** Press firmly on the new cartridge to ensure proper contact after installation.
- 5** Close the ink cartridge cover.

This chapter provides information about how to troubleshoot common printer problems, such as paper jams and poor quality printing.

If the information in this chapter does not help you troubleshoot the printer problem, try to print a diagnostic page, and then contact HP Customer Support.

For information about contacting HP Customer Support, see “[Contacting customer support](#).”

Checking the basics

If your printer does not work properly, first confirm the following:

- The [POWER](#) (green) light is on and not blinking. If the [RESUME](#) (amber) light is blinking, check the LCD for a message.
- No error messages appear on the computer screen or on the LCD.
- The power cord is securely connected to the printer and plugged into a live electrical outlet.
- The USB or parallel cable between the printer and the computer or the HP Jetdirect print server is connected securely and functioning properly.
- You can print a Demo page. To print a demo page, open the Toolbox, and from the **Printer Services** tab, click [Print a Demo Page](#).
- You do not have too many programs open when trying to perform a task. Close programs that are not in use, or restart the computer before attempting the task again.

Resolving printer problems

The following sections provide solutions to common printer problems.

Unexpected printer shutdown

Check the power

- Make sure the power cord is connected firmly to the printer and to a working outlet, and that the printer is turned on. The **POWER** light on the LCD panel of the printer should be green. Try turning the printer off, and then on again.

Check the printer vents

- The printer vents are located on the left side of the printer. If the printer vents are covered and the printer overheats, it automatically turns off. Make sure the vents are not covered and the printer is in a cool, dry location.

Printer is not responding (nothing prints)

Check the power

- Press and hold the **POWER** button on the printer for a few seconds. After a brief printer startup, you should see a steady green light next to the button.

If your printer does not turn on, make sure that the printer cable is firmly connected from the printer to your computer and that the power cable is connected from your printer to a working outlet. If you still cannot turn the printer on, you might have a faulty power cable or LCD panel. Unplug the printer and call HP Customer Support.

For information about contacting HP, see “Contacting customer support.”



If you tried to print when the printer was off, an alert message should have appeared on your computer screen. If the printer was off and you did not see a message when you tried to print, the printer setup might be incorrect. To correct this, reinstall the software that came with your printer.

Check the printer setup

- Check to make sure the ink cartridges, printheads, and media are loaded correctly and that all the printer covers are closed. Make sure all the tape has been removed from the printheads. Finally, make sure media is loaded correctly in the tray and that the media is not jammed in the printer.
- Check to make sure your printer is selected as the current or default printer and that **Pause Printing** is not selected. The default printer is the one that is used if you choose the **Print** command

without first specifying which printer you want to use with an application. The default printer should be the printer that you use most often.

If the printer selection is a problem, open the Printers folder by clicking **Settings** and then **Printers**. In the Printers folder, right-click on the printer icon, and then click **Set As Default** on the popup menu.

Make sure that your printer is properly set up in your network environment.

- For more information about network connections, see “Connecting to a network” or the documentation provided by your network vendors.

Printer light blinks alternating amber and green

A nonrecoverable error has occurred. For example, the carriage might be jammed. Try turning the printer off and then on again. If the printer does not recover, unplug the printer from the wall outlet and call HP Customer Support.

For information about contacting HP, see “Contacting customer support.”

Printer takes a long time to print

Check your system configuration

- Make sure your computer meets the minimum system requirements for the printer. For information about system requirements, see “System Requirements.”

Check the hard disk space in your system

- To print on 11 by 17 in or A3 media, you should have at least 50 MB of free hard disk space in your system. If you are printing graphics-intensive files, you should have more than 50 MB of hard disk space.

Check your port setting.

- The port setting configuration in your system might not be set to ECP.

See the manual that came with your computer for information about how to change your port setting, or contact your computer manufacturer.

Check the status of the ink cartridges

- You can view the status of the ink cartridges from the Toolbox. Replace any ink cartridges that are low on ink.

Resolving printing problems

This section provides solutions to common printing problems.

Blank page printed

Check that the tape is removed from the printheads

- Each new printhead is packaged with protective plastic film covering the ink nozzles. Check each printhead and remove film if necessary.

Check for empty ink cartridges

- If you are printing black text and a blank page prints, your black ink cartridge might be empty. For information about replacing ink cartridges, see “Maintaining the ink cartridges.”

Check the printer setup

- Make sure your printer is selected as the current or default printer. If the printer settings are not correct, click **Settings** and then **Printers** to open the Printers folder. In the Printers folder, right-click the printer icon, and then select **Set As Default** from the popup menu.

Check that the media you are using is wide enough

- The media width must match the page settings in your print settings.

Check the parallel port on your computer

- If you are using a parallel cable, make sure your printer is connected directly to the parallel port. Do not share the port with other devices, such as a Zip drive.

Infrared printing does not work

Check for obstacles

- Clear any obstacles between the printer and the device from which you are sending the print job.

Move closer to the printer

- Make sure the device is no more than three feet (one meter) from the printer when you send the print job.

If you are still having problems sending a job to print using the infrared feature, consult the infrared documentation for the handheld or laptop device.

Something on the page is missing or incorrect

Check the margin settings

- Make sure the margin settings for the document do not exceed the printable area of your printer.

For information about margin settings, see “Minimum margins.”

Check the color print settings

- Grayscale might be selected in the **Print Settings** dialog box.

Placement of the text or graphics is wrong

Check the page-orientation setting

- The page orientation selected might not be correct for the document you are printing. Make sure the media size and page orientation selected in the software program match the settings in the **Print Settings** dialog box.

For instructions about changing print settings, see “Printer settings.”

Check the paper size

- The **Paper Size** setting might not match the size of media you are using. Select the correct paper size from the printer driver.
- The size of the document you are printing might be larger than the media in the tray, so that content is cut off because it is outside the printable area.

If the layout of the document you are trying to print will fit on a media size supported by the printer, then load the correct media size. Make sure to select the correct page orientation.

Alternatively, select **Emulate LaserJet Margins** in the printer driver to scale the document to fit the media size currently selected.

Check the margin settings

- If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your printer.

For information about margin settings, see “Minimum margins.”

Check how the media is loaded

- Make sure the width and length guides fit snugly against the left and bottom edges of the stack of media, and that there are no more than 150 sheets of media or a stack .58 in (15 mm) thick loaded in Tray 1. For Tray 2, make sure the stack is not more than .98 in (.25 mm) thick.

For information on loading media, see “Load paper.”

If none of the above solutions worked, the problem is likely caused by the inability of the software program to properly interpret print settings. Check the release notes for known software conflicts. Otherwise, check your software program manual, or call the software manufacturer for more specific help for this problem.

Poor print quality

Check the printheads and ink cartridges

- Replace any clogged or worn printheads or low or empty ink cartridges, and then try to print again.

Check the paper quality

- The paper might be too moist or too rough. Make sure that the media you are using meets HP specifications, and then try to print again.

Check the inside of the printer

- The inside of the printer might be dirty, causing lines or smudges to appear on your printout. Turn off the printer, unplug the power cord, and clean the inside of the printer with a lint-free cloth, and then try to print again.

Meaningless characters printed

Check the cable connection

- A common cause for nonsense characters is a poor cable connection between the printer and computer. Make sure the cable connection at both ends is good and that the cable is securely fastened.

Check the document file

- Occasionally, a document file is damaged. If you can print other documents from the same software package, try to print using a backup copy of your document, if available.

Ink is smearing

Check the print mode

- When you print documents that use a lot of ink, you must allow the document more time to dry before handling it. This is especially true for transparencies. Select **Best** mode in the printer driver, and increase the ink drying time from the **Advanced Features** in the printer driver.
- Color documents that have rich, blended colors can use excess ink, which wrinkles the page during printing and causes smearing. Try using the **Normal** or **Fast** mode to reduce ink, or use HP Premium Paper designed for printing vivid color documents.

Check the media type

- Some types of media do not accept ink well, which causes the ink to dry more slowly and results in smearing.

For guidelines about selecting media, see “Selecting print media.”

Ink is not filling the text or graphics completely

Check the ink cartridges

- Try removing and then reinstalling the ink cartridges, and make sure to snap them firmly into place.
- Your ink cartridge might be out of ink. Replace the empty ink cartridge.

For instructions about how to replace the ink cartridge see “Maintaining the ink cartridges.”

Check the media type

- Some media types are not suitable for use with your printer.

For guidelines about selecting media, see “Selecting print media.”

Faded or dull-colored output

Check the print mode

- The **Fast** mode allows you to print at a faster rate. This option is good for printing drafts. To achieve better colored printout, select **Normal** or **Best** mode in the printer driver.

Check the paper type print setting

- When printing on transparencies or other special media, select the corresponding media type in the **Print Settings** dialog box.

Check the ink cartridges

- Check that all the lines are connected and have printed properly. If the lines are broken, one or more of your ink cartridges is probably out of ink or defective. Replace those ink cartridges with new ones.

Colors are printing as black and white

Check the printer driver settings

- The **Print In Grayscale** check box is probably selected. From your software application, open the **Printer Properties** dialog box. Click the **Color** tab and make sure **Print in Grayscale** is not selected.

Wrong colors are printing

Check the printer driver settings

- The **Print In Grayscale** check box might be selected. From your software application, open the **Printer Properties** dialog box. Click the **Color** tab and make sure **Print in Grayscale** is not selected.

Check the ink cartridges

- When colors are completely wrong, the printer might have run out of one or more colors of ink. Check the status of the ink cartridges in the Toolbox, and then replace any low or empty ink cartridges.

For instructions about how to replace the ink cartridge see “[Maintaining the ink cartridges](#).”

Check the printheads

- Whenever print quality noticeably decreases, it is a good idea to clean the printheads. To clean the printheads, open the Toolbox, click the **Printer Services** tab, and then click **Clean Printheads**.

For more information about the printheads, see “[Maintaining the printheads](#).”

Bleeding colors in printout

Check the print settings

- Some paper type settings (such as **Transparency Films** and **Photo Papers**) and print quality settings (such as **Best**) require more ink than others. Choose different print settings in the **Print Settings** dialog box. Also, make sure that you have selected the correct media type in the **Print Settings** dialog box.

Check the ink cartridges

- Make sure the ink cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the printer. HP does not guarantee or support refilled ink cartridges.
For information about ordering HP accessories, see “HP Supplies and Accessories.”

Colors do not line up properly

Check the printheads

- The printheads on your printer are automatically aligned when a printhead is replaced. However, you might notice print quality improvement by performing the alignment procedure. You can align the printheads from the Toolbox.
For instructions about how to align the printheads from the LCD panel, see “Aligning the printheads.”

Check the graphics placement

- Use the zoom or print preview feature of your software to check for gaps in the placement of graphics on the page.

Resolving paper-feed problems

This section provides solutions to common paper-feed problems.

Print media is jammed

If the print media is jammed in the printer, follow these instructions to clear the jam.

To clear a jam



Information about Tray 2 and the auto-duplex unit is only applicable if you have purchased these accessories.

- 1 Remove all media from the output tray.
- 2 Open the top cover to locate the jam. When you lift the top cover, the carriage should return to its position on the right side of the printer.

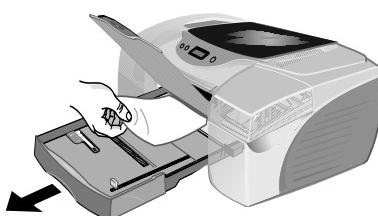


- 3 If the carriage does not return to the right side of the printer, turn the printer off.



Do not stick your hands in the printer when the printer is on and the carriage is stuck.

- 4 Free any wrinkled media and pull the sheet towards you through the top of the printer.
- 5 If the jammed media is not in the interior of the printer, lift the output tray and check for a paper jam in Tray 1. If you cannot locate the jam in Tray 1, proceed to step 6.
 - a If the media is jammed in Tray 1, pull out Tray 1.
 - b Pull the paper towards you as shown in the diagram.



- c Lower the output tray and reposition Tray 1.

- 6 If you have the rear access panel installed, remove the rear access panel and check for jammed media. If you do not have the rear access panel installed, proceed to step 7.

 - a To remove the rear access panel, push the buttons on either side of the rear access panel, and pull the panel out of the printer.
 - b If you locate the jammed media in this area, grasp it with both hands and pull it towards you.
 - c Reposition the rear access panel in the printer.
- 7 If you have the auto-duplex unit installed, remove the rear cover from the auto-duplex unit. If you cannot locate the jam in the auto-duplex unit, proceed to step 8.

 - a To remove the rear cover, push the handles on the rear cover toward each other, and then pull the rear cover off.
 - b If you locate the jammed media in this area, grasp it with both hands and pull it towards you.
 - c Reposition the rear cover on the auto-duplex unit.
- 8 If you have Tray 2 installed, pull out Tray 2.

 - a If possible, remove the jammed media from Tray 2.
 - b If you cannot locate the jammed media by removing Tray 2 from the printer, turn off the printer (if you have not already done so), and then remove the power cord.
 - c Lift the printer off Tray 2.
 - d Remove the jammed media from the bottom of the printer or from Tray 2.
 - e Reposition the printer on top of Tray 2.
- 9 After you clear the jam, close all covers, turn on the printer (if you turned it off), and then press **RESUME** to continue the print job.

The printer will continue the print job on the next page. You will need to resend the page or pages that were jammed in the printer.

To avoid jams

- Make sure nothing is blocking the paper path.
- Do not overload the trays. Tray 1 holds 150 sheets of plain paper or 30 transparencies. Tray 2 holds 250 sheets of paper. The front manual feed holds up to ten sheets of paper or three transparencies.
- Load paper properly. For instructions about loading media see “Load paper.”
- Do not use media that is curled or crumpled.
- Always use media that conforms with specifications listed in “Selecting print media.”
- Make sure the output tray is not overly full when you send a job to print.
- Be sure to align the media against the right side of the tray.
- Verify that the guides are adjusted snugly against the stack of print media, but that they do not crinkle or bend the media.

Paper tray cannot be inserted

- With the tray removed from the printer, turn the printer off and then on again. Reinsert the tray.
- Make sure the tray is aligned with the printer opening.

Paper-feed problems

Media is not picked up from Tray 1 or Tray 2

- Check that the width guide is snug, but not tight, against the paper stack.
- Make sure the media you are using is not curled. Uncurl paper by bending it in the opposite direction of the curl.

Media is not picked up from the front manual feed

- Check that the width guide is snug, but not tight, against the edge of the paper.
- Make sure there is not more than 10 sheets of paper or three transparencies loaded in the front manual feed.
- Make sure the media is not wrinkled or bent. Do not leave media in the front manual feed overnight. Leaving media in the front manual feed overnight can cause it to bend, especially if other media is also in the tray.
- Check to make sure paper in Tray 1 is not interfering with the front manual feed and causing more than one page to be fed. Remove any media in Tray 1 and try again.

Media is not picked up from the rear manual feed

- The media you are using might be too thick. Try using a thinner piece of paper to test whether the size of the media is the problem.
- The media might not be pushed in all the way. When you insert media into the rear manual feed, the printer should pull the media in after it is detected by the printer sensors.

Paper output problem

- If the output tray length guide is not extended for larger media, output pages will fall off the printer. Make sure that output tray length guide is extended.
- Remove excess media from the output tray. The output tray is not designed to hold more than 60 sheets at a time.

Printing a diagnostic page

When you are experiencing a problem with your printer and you cannot discover the source of the problem, you can print a diagnostic page that supplies more information about the problem.

You can print a diagnostic page from the Toolbox if you have it installed. Open the Toolbox, click **Printer Services** tab, and then click **Print a Diagnostic Page**.

To print a diagnostic page from the LCD panel

- 1 Turn the printer on.
- 2 Press and hold down the **POWER** button. While holding down the **POWER** button, press the **CANCEL** button one time.

3 Release the **POWER** button. Your printer prints a diagnostic page.

If you still cannot resolve the problem after reviewing the diagnostic page, call the HP Customer Care Center. Keep the diagnostic page, because it provides information that might be useful to Customer Care Center in helping you to troubleshoot a printer problem.

Resolving common Macintosh problems

For information about how to troubleshoot Macintosh printing problems, see the Mac Readme file on the starter CD. To open the Readme file, run the install program from the CD browser, and then click Readme.

Contacting customer support

The information in this chapter suggests solutions to common problems. If your printer is not operating properly and these suggestions do not solve your problem, use one of the following support services to obtain assistance.

On the World Wide Web

Visit one of the following HP websites for the latest printer software, and the latest product, operating system, and support information:

<http://www.hp.com/cposupport>

<http://www.hp.com/support/cp1700>

HP telephone support

During the warranty period, you can obtain assistance from the HP Customer Care Center. This phone service is available at no charge during the printer warranty period. Customer support representatives can answer your questions regarding the setup, configuration, installation, and operation of your printer. They can also help troubleshoot and diagnose printer problems and give instructions for service and repair.

Before calling, print a diagnostic page from the Toolbox or the LCD panel, and then fill in the following information to give to your Customer Care Center representative.

- 1** What model printer do you have?
- 2** What is the serial number of your printer?

- 3** What is the brand and model of your computer?
- 4** What is the version of printer software you are using?
- 5** What printer driver did you select?

For customers in North America

During Warranty	US: 208 323 2551 Monday through Friday 6am to 6pm (MST)
	Canada: 905 206 4663 Monday through Friday 8am to 8pm (EST)
Post Warranty	US: 208 323 2551 Monday through Friday 6am to 6pm (MST)
	Canada: Toll free 877 621 4722 (Visa, MasterCard, or American Express) Monday through Friday 8am to 8pm (EST)

For customers outside of North America



In many European countries, HP provides toll-free telephone support service during the warranty period. However, some of the phone numbers listed below may not be toll-free. Please refer to the European Support Web Page at <http://www.hp.com/cpsosupport/guide/psd/csceMEA.html> for associated fees. The European HP Customer Care Center is open Monday through Friday 8:30am to 6pm (EST).

Africa/Middle East 41 22 780 71 11	Argentina Buenos Aires 11 4778 8380 Outside Buenos Aires 0810 555 5520
Australia 3 8877 8000	Austria 0660 6386
Belgium (Dutch) 02 626 88 06 (French) 02 626 88 07	Brazil Sao Paulo 11 3747 7799 11 4197 4998 Outside Sao Paulo 0800 15 7751 0800 13 0999
Canada 905 206 4663	Chile 800 36 0999
China 010 6564 5959 800 810 5959	Colombia 9 800 91 9477
Czech Republic 02 471 7327	Denmark 39 29 4099
Finland 0203 4 7 288	France 01 43 62 34 34
Germany 0180 52 58 143	Greece 01 6189890

Hong Kong 300 28555	Hungary 36 1 252 4505
India 9111 682 6035	Indonesia 21 350 3408
Ireland 01 662 5525	Italy 02 264 10350
Japan 0570-000511	Korea Seoul 02 3270 0700 Outside Seoul 080 999 0700
Malaysia 03 295 2566	Mexico Mexico City 5258 9922 Outside Mexico City 01 800 472 6684
New Zealand 09 356 6640	Norway 22 11 6299
Peru 0 800 10111	Philippines 2 867 3551
Poland 22 865 98 00	Portugal 1 441 7 199
Puerto Rico 1 877 232 0589	Russia 095 923 50 01
Singapore 272 5300	Spain 902 321 123
Sweden 8 619 2170	Switzerland 0 848 80 11 11
Taiwan 2 2717 0055	Thailand 2 6614000
The Netherlands 020 606 8751	Turkey 90 216 579 71 71
United Kingdom 0 207 512 5202	Venezuela 800 10111 Caracas 207 8488
Vietnam 8 823 4530	

Australia

Post Warranty	If your product is not under warranty, you can call 613 8877 8000. A per-incident, out-of-warranty support fee of \$27.50 (inc GST) will be charged to your credit card. You can also call 1902 910 910 (\$27.50 charged to your phone account) from 9:00 am to 5:00pm Monday to Friday. (Charges and support hours are subject to change without notice.)
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Calling from elsewhere in the world

Contact your local dealer or nearest HP Sales and Support Office for technical assistance or hardware repair services.

A HP Supplies and Accessories

You can order HP supplies and accessories from the HP website. Visit [HPshopping.com](http://www.hpsupply.com) (<http://www.hpsupply.com>) for more information.

Accessories

You can order the following accessories:

250-sheet input tray (Tray 2)	C8220A
HP auto-duplex unit	C8219A

Supplies

Ink cartridges

HP No. 10 Black (69 ml)	C4844A
HP No. 11 Cyan (28 ml)	C4836A
HP No. 11 Magenta (28 ml)	C4837A
HP No. 11 Yellow (28 ml)	C4838A

Printheads

HP No. 11 Black	C4810A
HP No. 11 Cyan	C4811A
HP No. 11 Magenta	C4812A
HP No. 11 Yellow	C4813A

Parallel cables

HP IEEE-1284 A-B Parallel Cable (2 m)	C2950A
HP IEEE-1284 A-B Parallel Cable (3 m)	C2951A

USB cable

HP USB A-B (2 m)	C6518A
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Network interface

HP Jetdirect 200m print server/Internet connector (LIO module)	J6039A
HP Jetdirect 250m print server/Internet connector (LIO module)	J6042A
HP Jetdirect 170X external print server	J3258A
HP Jetdirect 175X external print server	J6035A
HP Jetdirect 300X external print server	J3263A

HP Bright White Inkjet Paper

500 sheets	US Letter (8.5 by 11 in)	C1824A
200 sheets	US B-size (11 by 17 in)	C1857A
500 sheets	A4 (210 by 297 mm)	C1825A
200 sheets	A3 (297 by 420 mm)	C1858A

HP Premium Plus Photo Paper

20 sheets, glossy	US Letter (8.5 by 11 in)	C6831A
20 sheets, glossy	4 by 6 in	C6944A
20 sheets, matte	US Letter (8.5 by 11 in)	C6950A
20 sheets, glossy snapshot	A4 (210 by 297 mm)	C6832A
20 sheets, matte	A4 (210 by 297 mm)	C6951A

HP Premium Photo Paper

50 sheets, glossy	US Letter (8.5 by 11 in)	C6979A
15 sheets, glossy	US B-size (11 by 17 in)	C6058A
15 sheets, glossy	A3 (297 by 420 mm)	C6059A
15 sheets, glossy	A4 (European) (210 by 297 mm)	C6040A

HP Photo Paper

20 sheets, two-sided glossy/matte	US Letter (8.5 by 11 in)	C1846A
20 sheets, two-sided glossy/matte	A4 (210 by 297 mm)	C1847A/ C6745A
20 sheets, one-sided glossy	A4 (210 by 297 mm)	C6765A

HP ColorFast Photo Paper

20 sheets, glossy	US Letter (8.5 by 11 in)	C7013A
20 sheets, glossy	A4 (210 by 297 mm)	C7014A

HP Photo Quality Inkjet/Design Glossy Paper

100 sheets, two-sided, matte finish	US Letter (8.5 by 11 in)	C7007A
25 sheets, two-sided, semi-gloss	US Letter (8.5 by 11 in)	C6983A
50 sheets, design glossy	Super B (13 by 19 in)	C6791A
25 sheets, two-sided, semi-gloss	A4 (European) (210 by 297 mm)	C6984A
25 sheets, two-sided, semi-gloss	A4 (Asian) (210 by 297 mm)	C7006A

HP Professional Brochure and Flyer Paper

50 sheets, two-sided, glossy	US Letter (8.5 by 11 in)	C6817A
50 sheets, matte	US Letter (8.5 by 11 in)	C6955A
100 sheets, tri-fold, two- sided, glossy	US Letter (8.5 by 11 in)	C7020A
50 sheets, two-sided, glossy	Tabloid (11 by 17 in)	C6820A
50 sheets, two-sided, glossy	A3 (297 by 420 mm)	C6821A
50 sheets, two-sided, glossy	A4 (210 by 297 mm)	C6818A

HP Premium Inkjet Paper

100 sheets, one-sided coated	US B-size (11 by 17 in)	C1855A
200 sheets, one-sided coated	US Letter (8.5 by 11 in)	51634Y
200 sheets, one-sided coated	A4 (210 by 297 mm)	51634Z
100 sheets, one-sided coated	A3 (297 by 420 mm)	C1856A

HP Design Heavyweight Paper

100 sheets, one-sided coated	Super B (13 by 19 in)	C6790A
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HP Heavyweight Premium Paper

100 sheets, two-sided coated	A4 (210 by 297 mm)	C1853A
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HP Premium Inkjet Transparency

20 sheets	US Letter (8.5 by 11 in)	C3828A
50 sheets	US Letter (8.5 by 11 in)	C3834A
20 sheets	A4 (210 by 297 mm)	C3832A

50 sheets	A4 (210 by 297 mm)	C3835A
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HP Banner Paper

100 sheets	US Letter (8.5 by 11 in)	C1820A
100 sheets	A4 (210 by 297 mm)	C1821A

HP Textured Greeting Cards

20 sheets, 20 envelopes, felt-textured, ivory/half-fold	US Letter (8.5 by 11 in)	C6828A
20 sheets, 20 envelopes, textured, white/half-fold	US Letter (8.5 by 11 in)	C7019A
20 sheets, 20 envelopes, felt-textured, ivory/half-fold	A4 (210 by 297 mm)	C6829A

HP Greeting Card Paper

10 sheets, 10 envelopes, white/half- fold, glossy	US Letter (8.5 by 11 in)	C6044A
20 sheets, 20 envelopes, white/ quarter-fold, matte	US Letter (8.5 by 11 in)	C1812A
10 sheets half-fold, 10 envelopes white/ quarter-fold, matte	A4 (210 by 297 mm)	C6045A
20 sheets, 20 envelopes, white/ quarter-fold, matte	A4 (210 by 297 mm)	C6042A
20 sheets, 20 envelopes, white/ half-fold, matte	A4 (210 by 297 mm)	C7018A

HP Iron-on T-shirt Transfers

10 sheets	US Letter (8.5 by 11 in)	C6049A
10 sheets	A4 (210 by 297 mm)	C6050A

B LCD Messages

Many different messages can appear on the LCD. Some messages inform you of the current status of the printer, such as INITIALIZING. Other messages require an action, such as CLOSE ALL COVERS. The following table describes some of the messages that might appear on the LCD.

If a message persists after you have performed all of the recommended actions, contact an HP-authorized service or support provider.

For information on contacting HP, see "Contacting customer support."

Message	Explanation	Recommended Action
INITIALIZING	The printer is starting up.	No action required.
READY	The printer is idling.	No action required.
PROCESSING JOB	The printer is busy printing.	No action required.
CANCELLING JOB	The printer is cancelling the current print job.	No action required.
ATTENTION	User interaction is required.	Follow the instructions in the printer message.
POWERING OFF	The printer is powering off.	No action required.
PAPER JAM, OPEN COVER AND CLEAR PAPER PRESS RESUME TO CONTINUE	Paper is jammed in the printer.	Clear the jammed paper. For more information, see "Print media is jammed."
[COLOR] INK CARTRIDGE EMPTY	The cartridge is out of ink and the printer will not print until the cartridge is replaced.	Remove the ink cartridge and install a new cartridge.
REPLACE [COLOR] INK CARTRIDGE	The printer detects a faulty ink cartridge.	Reinstall the faulty ink cartridge and try to print. If the error persists, replace the cartridge.

Message	Explanation	Recommended Action
[COLOR] INK CARTRIDGE MISSING	The printer cannot detect the ink cartridge because it is missing, improperly installed, or defective.	Open the ink cartridge door and check for a missing, incompatible, or improperly installed cartridge. Reinstall or replace the cartridge as appropriate. If the error persists, contact HP customer support.
[COLOR] INK IS LOW	The specified ink cartridge is running low on ink.	If the print quality is insufficient, replace the ink cartridge.
[COLOR] INK CARTRIDGE EXPIRED	The expiration date for the specified ink cartridge has passed.	Replace the ink cartridge.
REPLACE [COLOR] PRINthead	The printer detects a faulty printhead.	Remove the printhead, make sure the protective film has been removed from the printhead, and then reinstall it and try to print. If the error persists, remove the printhead and use a dry, lint-free, soft cloth to gently clean any ink off the contact pads, and then reinstall it and try to print. If the error persists, replace the printhead.
[COLOR] PRINthead MISSING	The printer cannot detect the printhead because it is missing, improperly installed, or defective.	Open the printhead cover and check for a missing, incompatible, or improperly installed printhead. Reinstall or replace the printhead as appropriate. If the error persists, contact HP customer support.
BAD INK CARTRIDGE OR PRINthead	The printer detects a faulty ink cartridge or printhead.	Follow the instructions in the printer message.
INCOMPATIBLE [COLOR] PRINthead	The printhead is incorrect.	Replace it with the correct printhead.
LOAD [MEDIA TYPE] [MEDIA SIZE] in [TRAY]	Printer requires media of a specific type and size to be loaded in specified paper tray.	Follow the instructions in the printer message.
PRESS RESUME TO CONTINUE		

Message	Explanation	Recommended Action
LOAD [MEDIA SIZE] MEDIA IN [TRAY] PRESS RESUME TO CONTINUE	For a print job that automatically selects the media type, the printer requires media of the specified size to be loaded into the specified paper tray.	Follow the instructions in the printer message.
PRINTED PAGE IS DRYING... PRESS RESUME TO CONTINUE	Printer has paused printing to let the current page dry.	Wait for the printer to automatically resume printing after the drying period. If you want the printer to resume printing immediately, hold the current page and press the RESUME button. When the printer releases the current page, remove it from the output tray and place it elsewhere to dry. This prevents the printed pages from smudging each other.
CLOSE ALL COVERS	One or more covers on the printer are open.	Close any open covers.
REAR MANUAL FEED NOT AVAILABLE... JOB CANCELLED	Check to see if the auto-duplex unit is installed.	If the auto-duplex unit is installed, you must remove it and reinstall the rear access panel to print from the rear manual feed. If the rear access panel is installed, check to make sure it is installed correctly in the printer.
TRAY 2 NOT AVAILABLE PRESS RESUME OR CANCEL	Tray 2 is an optional accessory. If you have not purchased Tray 2, you cannot print from it.	If you have purchased Tray 2, make sure it is installed correctly in the printer. Otherwise, press the RESUME button to continue the job using Tray 1, or press the CANCEL button to cancel the job.

Message	Explanation	Recommended Action
AUTO-DUPLEX UNIT NOT AVAILABLE PRESS RESUME OR CANCEL	The auto-duplex unit comes with the CP1700D model. You can also purchase it as an optional accessory. If you have not purchased the auto-duplex unit, you cannot print an auto-duplex job.	If you have purchased the auto-duplex unit, make sure it is installed correctly in the printer. Otherwise, press the RESUME button to continue the job using single-sided printing, or press the CANCEL button to cancel the job.
REINSERT [number] PAGES INTO [TRAY]	This message is for manual duplexing. Indicates that printing on the first side of the media is complete.	Take the printed stack of paper from the output tray and put it back into the specified tray.
ROTATE AND REINSERT [number] PAGES INTO [TRAY]	This message is for manual duplexing. Indicates that printing on the first side of the media is complete.	Take the printed pages from output tray, rotate the stack 180 degree horizontally and put it back to the specified tray.
PRINthead ACCESS LATCH OPEN	The printhead access latch is open.	Open the printhead cover, close the printhead access latch, and then close the printhead cover. You will have to use some force to close the printhead access latch. If the printhead access latch will not close, ensure that the printheads are seated properly by pushing down firmly on each printhead.
REAR ACCESS PANEL OPEN	The rear access panel is not installed correctly or at all in the printer.	Make sure the rear access panel is inserted correctly and completely into the printer.
LANGUAGE=[LANGUAGE]	Displays the language in which the LCD shows messages.	For information about changing the display language, see "Setting the LCD language."

C Printer Specifications

Print Method	Drop on-demand thermal inkjet printing		
Print Speed: (Letter/A4)	Fast	Normal	Best
Black Text	16 ppm	8 ppm	4 ppm
Mixed Text Color	14.5 ppm	7 ppm	4 ppm
4 in by 6 in Photo	1.4 ppm	0.9 ppm	0.7 ppm
Full Page Color	5.5 ppm	1.3 ppm	0.7 ppm
Print Speed: (11 in by 17 in/A3)	Fast	Normal	Best
Black Text	10 ppm	5 ppm	1.7 ppm
Mixed Text Color	9.5 ppm	3.5 ppm	1.6 ppm
8 in by 10 in Photo	0.5 ppm	0.3 ppm	0.2 ppm
Full Page Color	3.7 ppm	0.9 ppm	0.5 ppm
Black Resolution	Max. 1200 x 1200 dpi		
Color Resolution	Max. 2400 x 1200 dpi		
Printer Languages	hp color inkjet cp1700: HP PCL 3 enhanced hp color inkjet cp1700d: HP PCL 3 enhanced hp color inkjet cp1700ps: HP PCL 3 enhanced and Adobe PostScript 3 Software RIP		
Software Compatibility	Microsoft Windows 95, Windows 98, Windows Me, Windows NT 4.0, Windows 2000, Mac OS 8.6 or later		
Fonts	13 built-in fonts in portrait orientation. US fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic. International fonts: Arabic, Baltic, Cyrillic, Greek, Hebrew.		
Media Size	Standard US: Letter, Legal, Tabloid, Super B, Executive, Statement, Index Cards Standard International: A6, A5, A4, A3, A3+ Custom US: 4 by 6 in, 13 by 19 in Custom Metric: 102 by 152 mm, 330.2 by 482.6 mm		
Media Type	Paper (plain, inkjet, photo, and banner), envelopes, transparencies, labels, iron-on transfers, greeting cards		

Media Handling	Tray 1, front manual feed, rear manual feed, Tray 2 (optional, part C8220A), output tray
Recommended Media Weight	Paper: 16 to 36 lb Bond using Tray 1 or front manual feed, 16 to 72 lb Bond using rear manual feed Envelopes: 20 to 24 lb Bond Cards: 110 lb Index
Media Supported (maximum number of pages supported)	Tray 1 (up to .58 in or 15 mm thick): 150 sheets of plain paper, 10 envelopes, 30 transparencies. Tray 2 (up to .98 in or 25 mm thick): 250 sheets of plain paper.
I/O Interface	USB, IEEE 1284, IR, network LIO
Printer Memory	16 MB built-in RAM
Dimensions	Without auto-duplex unit and Tray 2 installed: 26 in or 674 mm (width); 8.4 in or 215 mm (height); 22.3 in or 568 mm (depth) With auto-duplex unit and Tray 2 installed: 26 in or 674 mm (width); 11.2 in or 285 mm (height); 25.4 in or 646 mm (depth)
Weight	Printer: 29.7 lbs (13.5 kilograms) Auto-duplex unit: 4.4 lbs (2 kilograms) Tray 2: 7.7 lbs (3.5 kilograms)
Duty Cycle	5,000 pages/month
Power Requirements	Input: 100~240V, 530 mA 50/60Hz, Max. 46W Output: A: 32VDC, 2.3A; B: 32VDC, 1.8A
Power Consumption	90 watts maximum
Operating Environment	Operating temperature: 41 to 104 degrees F (5 to 40 degrees C) Storage temperature: -40 to 140 degrees F (-40 to 60 degrees C) Relative humidity: 15 to 80 percent RH non-condensing Noise levels per ISO 9296: Sound power LwAD: 6.4 B(A); Sound pressure LpAm: 48.8 dB(A)

System Requirements	Minimum Windows 95/98: Pentium 60 MHz, 16MB RAM Windows NT 4.0: Pentium 60 MHz, 24 MB RAM Windows Me: Pentium 150 MHz, 32 MB RAM Windows 2000: Pentium 133 MHz, 32 MB RAM Mac OS 8.6 or later: 32 MB RAM (USB/AppleTalk) Mac OS 8.6 or 9.x: 32 MB RAM (IR)
	Recommended For all Windows operating systems (Windows 95/98, Windows NT 4.0, Windows Me, Windows 2000): Pentium II 450 MHz, 128 MB RAM, 200 MB hard disk space Mac OS 8.6 or later (iMac): 333 MHz, 64 MB RAM Mac OS 8.6 or later (Power Mac G3 or later): 350 MHz, 64 MB RAM
Product Certifications	Safety certifications: CCIB S&E (China), CSA (Canada), PSB (Singapore), UL (USA), NOM-1-NYCE (Mexico), TUV-GS (Germany), K Mark and MIC Mark (Korea), LS (Lithuania), EEI (Estonia), CE (European Union), B mark (Poland) EMC Certifications: FCC Title 47 CFR Part 15 Class B (USA), CTICK (Australia and New Zealand), VCCI (Japan), CE (European Union), BSMI (Taiwan), GOST (Russia), ICES (Canada)

Hewlett-Packard Limited Warranty Statement

HP Product	Duration of Limited Warranty
Software	90 days
Accessories	1 year
Ink Cartridges	90 days
Printer Peripheral Hardware (see below for details)	1 year

Extent of Limited Warranty

- 1 Hewlett-Packard warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
- 2 For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
- 3 HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
 - a Improper maintenance or modification;
 - b Software, media, parts, or supplies not provided or supported by HP; or
 - c Operation outside the product's specifications.
- 4 For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
- 5 If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
- 6 If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.

- 7** HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
- 8** Any replacement product may be either new or like new, provided that it has functionality at least equal to that of the product being replaced.
- 9** HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
- 10** HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, are available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

Limitations of Warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

Limitations of Liability

- 1** To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
- 2** TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Local Law

- 1** This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

- 2** To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:

 - a** Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a customer (e.g. the United Kingdom);
 - b** Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
 - c** Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
- 3** FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

DECLARATION OF CONFORMITY

according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Singapore (Pte) Ltd

Manufacturer's Address: Consumer Business, Asia Operations
20 Gul Way, Singapore 629196

declares, that the product

Product Name: hp color inkjet printer cp1700, hp color inkjet printer cp1700se,
hp color inkjet printer cp1700xi, hp color inkjet printer cp1700ps,
hp color inkjet printer cp1700d

Model Number: C8108A, C8103A, C8104A, C8105A, C8106A, C8108x Generic

Product Name: hp color inkjet printer accessory

Model Number: C8219A / Auto-duplexer unit,
C8220A / 2nd input paper tray

Product Options: All

conforms to the following Product Specifications:

Safety: IEC 60950:1991+A1+A2+A3+A4 /
EN 60950:1992+A1+A2+A3+A4+A11
IEC 60825-1: 1993 / EN 60825-1:1994 Class I for LEDs

EMC: CISPR 22: 1997 Class B / EN 55022: 1998 Class B
CISPR 24:1997 / EN 55024:1998

IEC 61000-3-2:1995 / EN 61000-3-2:1995
IEC 61000-3-3:1994 / EN 61000-3-3:1995

FCC Title 47 CFR, Part 15 Class B / VCCI-2
AZ / NZS 3548:1995 / ICES-003, Issue 2

Supplementary Information:

- (1) The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC, and carries the CE marking accordingly.
- (2) The product was tested in a typical configuration with Hewlett Packard personal computer systems.
- (3) This device complies with FCC Regulation (FCC Title 47 CFR, Part 15). Operation is subject to the following two conditions: (i) this device may not cause harmful interference, and (ii) this device must accept any interference received, including interference that may cause undesired operation.

Singapore, March 2001

Chan Kum Yew, Quality Manager

Australia Contact: Product Regulations Manager, Hewlett Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Strasse 130, D-71034 Boblingen (FAX: +49-7031-14-3143).

USA Contact: Corporate Product Regulations Manager, Hewlett Packard Company, 3000 Hanover Street, Palo Alto, CA 94304, USA (Phone: 7415-857-1501).

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